

Adult Survey

Central Valley Region Summary Report for the May 2005 Data Collection Period

ADULT PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

DECEMBER 2005

Prepared by:
Performance Outcomes and Quality
Improvement Unit
California Department of Mental Health (DMH)
Systems of Care
1600 9th Street
Sacramento CA 95814

Purpose of this report

The purpose of this report is to provide performance outcomes data on consumer satisfaction (using items from the 28-item Mental Health Statistics Improvement Program Consumer Perception Survey (MHSIP)) and quality of life (QOL), as measured by the California State Department of Mental Health's Adult Survey. This report is a REGIONAL summary of the Adult Survey (see Attachment A) data that were collected during the May 2-13, 2005 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table is presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items

Summary Report

The following tables reflect aggregated REGIONAL data and highlight the Adult Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the May 2-13, 2005 survey period. Results of these Adult Survey consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for either the MHSIP portion of the Adult Survey, the QOL portion, or both. **Out of 7,742 Central Valley Region Adult Surveys submitted, a total of 4,575 were considered "completed," as they had at least one response to MHSIP or QOL sections.**

TOTAL NUMBER OF SURVEYS SUBMITTED (CENTRAL VALLEY REGION)

A total of 7,742 Adult Surveys were submitted for the Central Valley Region.

Central Valley Region

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Central Valley Region	7742	100.0	100.0	100.0

GENDER

For those who responded to the question – “What is your gender?” – 59.2% identified themselves as Female, 40.3% as Male and 0.5% as Other. Additionally, 15.4% of the consumers did not respond to this item.

What is your gender?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	2294	50.1	59.2	59.2
Male	1559	34.1	40.3	99.5
Other	19	.4	.5	100.0
Total	3872	84.6	100.0	
No Response	703	15.4		
Total	4575	100.0		

AGE CATEGORY*

For those who responded to the question – “What is your date of birth?” – 0.4% were under age 18, 10.2% were 18-25, 21.7% were 26-35, 29.9% were 36-45, 33.6% were 46-59 and 4.1% were age 60 or older. Additionally, 13.8% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	16	.3	.4	.4
	18-25	404	8.8	10.2	10.6
	26-35	858	18.8	21.7	32.4
	36-45	1179	25.8	29.9	62.3
	46-59	1326	29.0	33.6	95.9
	60+	162	3.5	4.1	100.0
	Total	3945	86.2	100.0	
No Response		630	13.8		
Total		4575	100.0		

SERVICE LENGTH

For those who responded to the question – “How long have you received services here?” – 4.1% reported that it was their first visit; 4.9% reported that they had had more than one visit, but that they had received services for less than one month; 8.4% reported having received services for 1-2 months; 10.3% reported having received services for 3-5 months; 13.7% reported receiving services for 6 months to 1 year and 58.6% reported receiving services for more than one year. Additionally, 42.6% of the consumers did not respond to this item.

How long have you received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	108	2.4	4.1	4.1
	> 1 visit, but < one month	129	2.8	4.9	9.0
	1 to 2 months	220	4.8	8.4	17.4
	3 to 5 months	270	5.9	10.3	27.7
	6 months to 1 year	360	7.9	13.7	41.4
	More than 1 year	1538	33.6	58.6	100.0
	Total	2625	57.4	100.0	
No Response		1950	42.6		
Total		4575	100.0		

* Although Adults are defined as being 18 - 59 years of age, this table reflects that DMH received “adult” surveys from consumers younger than 18 and older than 60 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or may have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

MEXICAN / HISPANIC / LATINO ORIGIN

On the Adult Survey, 19.3% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2634	57.6	57.6	57.6
	Yes	885	19.3	19.3	76.9
	Unknown	1056	23.1	23.1	100.0
	Total	4575	100.0	100.0	

RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble.

On the Adult Survey, 55.4% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2040	44.6	44.6	44.6
	Yes	2535	55.4	55.4	100.0
	Total	4575	100.0	100.0	

On the Adult Survey, 8.7% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4176	91.3	91.3	91.3
	Yes	399	8.7	8.7	100.0
	Total	4575	100.0	100.0	

On the Adult Survey, 3.3% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4423	96.7	96.7	96.7
	Yes	152	3.3	3.3	100.0
	Total	4575	100.0	100.0	

On the Adult Survey, 6.1% of the consumers identified themselves as being “American Indian / Alaskan Native.”

Is your race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4297	93.9	93.9	93.9
	Yes	278	6.1	6.1	100.0
	Total	4575	100.0	100.0	

On the Adult Survey, 0.9% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

Is your race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4535	99.1	99.1	99.1
	Yes	40	.9	.9	100.0
	Total	4575	100.0	100.0	

On the Adult Survey, 11.1% of the consumers identified themselves as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4067	88.9	88.9	88.9
	Yes	508	11.1	11.1	100.0
	Total	4575	100.0	100.0	

On the Adult Survey, 1.7% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4496	98.3	98.3	98.3
	Yes	79	1.7	1.7	100.0
	Total	4575	100.0	100.0	

LANGUAGE OF SURVEY

On the Adult Survey, 96.3% of the consumers responded using the English version of the Adult Survey; 0.2% used the Chinese version; 0.0% used the Korean version; 3.5% used the Spanish version and 0.0% used the Tagalog version of the Adult Survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	7	.2	.2	.2
	English	4407	96.3	96.3	96.5
	Spanish	159	3.5	3.5	100.0
	Tagalog	2	.0	.0	100.0
	Total	4575	100.0	100.0	

PREFERRED LANGUAGE

On the Adult Survey, 96.6% of the consumers responded that the services they received were provided in the language they preferred and 94.6% responded that written information was available in their preferred language. Additionally, 15.6% and 17.0% of the consumers did not respond to these items, respectively.

Were the services you received provided in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	133	2.9	3.4	3.4
	Yes	3729	81.5	96.6	100.0
	Total	3862	84.4	100.0	
No Response		713	15.6		
Total		4575	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	204	4.5	5.4	5.4
	Yes	3593	78.5	94.6	100.0
	Total	3797	83.0	100.0	
No Response		778	17.0		
Total		4575	100.0		

PRIMARY REASON INVOLVED WITH PROGRAM

For those who responded to the question – “What was the primary reason you became involved with this program?” – 43.9% reported that they decided to come in on their own, 50.9% reported that someone else recommended that they come in and 5.2% reported that they came in against their will. Additionally, 17.1% of the consumers did not respond to this item.

What was the primary reason you became involved with this program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I decided to come in on my own	1666	36.4	43.9	43.9
	Someone else recommended that I come in.	1931	42.2	50.9	94.8
	I came in against my will.	197	4.3	5.2	100.0
	Total	3794	82.9	100.0	
No Response		781	17.1		
Total		4575	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the Adult Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble.

For the May 2005 survey period, 66.7% of the consumers responded that they did not need any help in completing the Adult Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1522	33.3	33.3	33.3
	Yes	3053	66.7	66.7	100.0
	Total	4575	100.0	100.0	

For the May 2005 survey period, 4.9% of the consumers responded that a mental health advocate / volunteer helped them complete the Adult Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4352	95.1	95.1	95.1
	Yes	223	4.9	4.9	100.0
	Total	4575	100.0	100.0	

For the May 2005 survey period, 2.1% of the consumers responded that another mental health consumer helped them complete the Adult Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4477	97.9	97.9	97.9
	Yes	98	2.1	2.1	100.0
	Total	4575	100.0	100.0	

For the May 2005 survey period, 4.8% of the consumers responded that a member of their family helped them complete the Adult Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4355	95.2	95.2	95.2
	Yes	220	4.8	4.8	100.0
	Total	4575	100.0	100.0	

For the May 2005 survey period, 2.1% of the consumers responded that a professional interviewer helped them complete the Adult Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4477	97.9	97.9	97.9
	Yes	98	2.1	2.1	100.0
	Total	4575	100.0	100.0	

For the May 2005 survey period, 3.4% of the consumers responded that a clinician / case manager helped them complete the Adult Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4420	96.6	96.6	96.6
	Yes	155	3.4	3.4	100.0
	Total	4575	100.0	100.0	

For the May 2005 survey period, 3.7% of the consumers responded that a staff member other than their clinician or case manager helped them complete the Adult Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4404	96.3	96.3	96.3
	Yes	171	3.7	3.7	100.0
	Total	4575	100.0	100.0	

For the May 2005 survey period, 3.1% of the consumers responded that someone else helped them complete the Adult Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4431	96.9	96.9	96.9
	Yes	144	3.1	3.1	100.0
	Total	4575	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (*if applicable*)

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete an Adult Survey. Of the 7,742 consumers who were expected to complete an Adult Survey, 3,167 (40.9%) did not. Of these, 29.4% were reported to have Refused the survey, 7.5% were reported to have had an Impairment, 26.2% did not have a survey available in their Language and 36.8% were marked as having an “Other” reason for non-completion. Additionally, 2.6% of the Adult Surveys that were not completed did not have a “Reason” response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	908	28.7	29.4	29.4
	Impairment	232	7.3	7.5	36.9
	Language	810	25.6	26.2	63.2
	Other	1136	35.9	36.8	100.0
	Total	3086	97.4	100.0	
No Response		81	2.6		
Total		3167	100.0		

MHSIP Consumer Survey

Summary Report

About the MHSIP Consumer Survey

The MHSIP is a 28-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) quality and appropriateness of services received, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The MHSIP survey was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org), that included the direct assistance and feedback of consumers, their families, and mental health advocates. The MHSIP Consumer Survey is currently used in a most states across the United States.

It is important to remember that the ratings on the MHSIP survey represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the MHSIP provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the MHSIP portion of the May 2005 Adult Survey. The MHSIP items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the MHSIP subscales (i.e., access to services, quality and appropriateness of services received, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied', and 4.5001 - 5 = 'Very Satisfied'. As a general guideline for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of MHSIP survey averages and MHSIP subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are shaded.

The average scores for each of the MHSIP subscales are reported below.

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 31.0% reported that they were Very Satisfied, 47.5% reported they were Satisfied, 17.3% were Neutral, 3.6% were Somewhat Dissatisfied and 0.5% were Dissatisfied. Additionally, for 7.1% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	22	.5	.5	.5
	Somewhat Dissatisfied	153	3.3	3.6	4.1
	Neutral	737	16.1	17.3	21.4
	Satisfied	2020	44.2	47.5	69.0
	Very Satisfied	1320	28.9	31.0	100.0
	Total	4252	92.9	100.0	
No Response		323	7.1		
Total		4575	100.0		

PERCEPTION OF QUALITY & APPROPRIATENESS

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Quality and Appropriateness” subscale, 35.4% reported that they were Very Satisfied, 49.0% reported they were Satisfied, 13.5% were Neutral, 1.8% were Somewhat Dissatisfied and 0.3% were Dissatisfied. Additionally, for 8.8% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Quality & Appropriateness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	11	.2	.3	.3
	Somewhat Dissatisfied	76	1.7	1.8	2.1
	Neutral	564	12.3	13.5	15.6
	Satisfied	2042	44.6	49.0	64.6
	Very Satisfied	1478	32.3	35.4	100.0
	Total	4171	91.2	100.0	
No Response		404	8.8		
Total		4575	100.0		

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation in Treatment Planning” subscale, 27.6% reported that they were Very Satisfied, 44.8% reported they were Satisfied, 22.6% were Neutral, 4.1% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, for 13.2% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Participation in Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	35	.8	.9	.9
	Somewhat Dissatisfied	163	3.6	4.1	5.0
	Neutral	896	19.6	22.6	27.5
	Satisfied	1781	38.9	44.8	72.4
	Very Satisfied	1098	24.0	27.6	100.0
	Total	3973	86.8	100.0	
No Response		602	13.2		
Total		4575	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 19.5% reported that they were Very Satisfied, 42.6% reported they were Satisfied, 28.3% were Neutral, 8.4% were Somewhat Dissatisfied and 1.2% were Dissatisfied. Additionally, for 11.8% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	48	1.0	1.2	1.2
	Somewhat Dissatisfied	340	7.4	8.4	9.6
	Neutral	1141	24.9	28.3	37.9
	Satisfied	1720	37.6	42.6	80.5
	Very Satisfied	785	17.2	19.5	100.0
	Total	4034	88.2	100.0	
No Response		541	11.8		
Total		4575	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 44.3% reported that they were Very Satisfied, 41.9% reported they were Satisfied, 10.8% were Neutral, 2.2% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, for 6.0% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	33	.7	.8	.8
	Somewhat Dissatisfied	96	2.1	2.2	3.0
	Neutral	466	10.2	10.8	13.8
	Satisfied	1801	39.4	41.9	55.7
	Very Satisfied	1904	41.6	44.3	100.0
	Total	4300	94.0	100.0	
No Response		275	6.0		
Total		4575	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with Access to Services (indicated by a subscale score of 4.08; 4,252 responses), the Quality & Appropriateness of treatment (indicated by a subscale score of 4.15; 4,171 responses), Participation in Treatment Planning (indicated by a subscale score of 4.10; 3,973 responses), Outcomes (indicated by a subscale score of 3.73; 4,034 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.27; 4,300 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	4252	1.00	5.00	4.08	.75
Average: Perception of Quality & Appropriateness	4171	1.00	5.00	4.15	.68
Average: Perception of Treatment Planning	3973	1.00	5.00	4.10	.78
Average: Outcomes	4034	1.00	5.00	3.73	.85
General Satisfaction	4300	1.00	5.00	4.27	.76
Valid N (listwise)	3715				

Quality of Life (QOL)

Summary Report

About the QOL

The QOL is designed to measure quality of life from a consumer's self-reported perspective. The subscales measured include: general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health.

It is important to remember that the ratings on the QOL represent a consumer's perceptions. A variety of factors can affect a consumer's quality of life and many of these are out of the control of service providers. However, in our efforts to continually improve services, the QOL can be used as a source of information on issues that are important to consumers.

The following tables present REGIONAL data that were collected and aggregated from the QOL portion of the May 2005 Adult Survey. Most of the QOL items are rated on a seven-point scale, with "7" indicating the greatest satisfaction regarding quality of life. Some of the results reflect frequencies of ratings for particular QOL items while others reflect averages of the items that comprise each of the QOL subscales (i.e., general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health). Using the seven-point response options as a guide, the QOL subscale results can be interpreted using the following average score ranges: 1 – 2.5 = 'Very Dissatisfied', 2.5001 – 3.5 = 'Dissatisfied', 3.5001 – 4.5 = 'Mixed', 4.5001 – 5.5 = 'Satisfied' and 5.5001 – 7.0 = 'Very Satisfied'. As a general guideline, an overall scale score over 4.5 indicates that consumers were satisfied. For the tables reflecting the QOL subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response).

All QOL results are shaded.

GENERAL LIFE SATISFACTION

For those who responded to the question – “How do you feel about your life in general?” – 6.8% were Delighted, 15.5% were Pleased, 21.2% were Mostly Satisfied, 33.2% were Mixed, 7.9% were Mostly Dissatisfied, 10.5% were Unhappy and 5.0% were Terrible. Additionally, 10.4% of the consumers did not respond to this item.

QOL_1. How do you feel about your life in general?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Terrible	203	4.4	5.0	5.0
	Unhappy	430	9.4	10.5	15.4
	Mostly Dissatisfied	325	7.1	7.9	23.4
	Mixed	1362	29.8	33.2	56.6
	Mostly Satisfied	867	19.0	21.2	77.8
	Pleased	634	13.9	15.5	93.2
	Delighted	278	6.1	6.8	100.0
	Total	4099	89.6	100.0	
No Response		476	10.4		
Total		4575	100.0		

LIVING SITUATION

For the consumers who completed at least 2/3 of the items that comprise the “Living Situation” subscale, an average score of 4.59 (4,119 responses) was calculated, indicating “Satisfied” feelings regarding living situation.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	4119	1.00	7.00	4.59	1.55
Valid N (listwise)	4119				

DAILY ACTIVITIES & FUNCTIONING

For the consumers who completed at least 2/3 of the items that comprise the “Daily Activities & Functioning” subscale, an average score of 4.36 (4,093 responses) was calculated, indicating “Mixed” feelings regarding daily activities & functioning.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	4093	1.00	7.00	4.36	1.39
Valid N (listwise)	4093				

FAMILY RELATIONS

For those who responded to the question – “In general, how often do you get together with a member of your family?” – 31.2% reported At Least Once a Day, 22.3% reported At Least Once a Week, 16.1% reported At Least Once a Month, 13.4% reported Less than Once a Month, 13.2% reported Not At All and 3.8% reported No Family / Not Applicable. Additionally, 15.3% of the consumers did not respond to this item.

QOL_4. In general, how often do you get together with a member of your family?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	512	11.2	13.2	13.2
	Less than once a month	521	11.4	13.4	26.7
	At least once a month	625	13.7	16.1	42.8
	At least once a week	863	18.9	22.3	65.0
	At least once a day	1208	26.4	31.2	96.2
	No family / Not applicable	147	3.2	3.8	100.0
	Total	3876	84.7	100.0	
No Response		699	15.3		
Total		4575	100.0		

Average Quality of Life Indicator: Family Relations

For the consumers who completed at least 2/3 of the items that comprise the “Family Relations” subscale, an average score of 4.48 (3,811 responses) was calculated, indicating “Mixed” feelings regarding family relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	3811	1.00	7.00	4.48	1.65
Valid N (listwise)	3811				

SOCIAL RELATIONS

For those who responded to the question – “About how often do you visit with someone who does not live with you?” – 17.9% reported At Least Once a Day, 34.5% reported At Least Once a Week, 19.1% reported At Least Once a Month, 11.9% reported Less than Once a Month, 13.4% reported Not At All and 3.2% reported Not Applicable. Additionally, 12.5% of the consumers did not respond to this item.

QOL_6A. About how often do you visit with someone who does not live with you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	538	11.8	13.4	13.4
	Less than once a month	476	10.4	11.9	25.3
	At least once a month	764	16.7	19.1	44.4
	At least once a week	1381	30.2	34.5	78.9
	At least once a day	716	15.7	17.9	96.8
	Not applicable	130	2.8	3.2	100.0
	Total	4005	87.5	100.0	
No Response		570	12.5		
Total		4575	100.0		

For those who responded to the question – “About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?” – 26.3% reported At Least Once a Day, 17.1% reported At Least Once a Week, 9.9% reported At Least Once a Month, 6.3% reported Less than Once a Month, 25.4% reported Not At All and 15.1% reported Not Applicable. Additionally, 16.5% of the consumers did not respond to this item.

QOL_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	971	21.2	25.4	25.4
	Less than once a month	240	5.2	6.3	31.7
	At least once a month	377	8.2	9.9	41.5
	At least once a week	652	14.3	17.1	58.6
	At least once a day	1006	22.0	26.3	84.9
	Not applicable	576	12.6	15.1	100.0
	Total	3822	83.5	100.0	
No Response		753	16.5		
Total		4575	100.0		

Average Quality of Life Indicator: Social Relations

For the consumers who completed at least 2/3 of the items that comprise the “Social Relations” subscale, an average score of 4.47 (3,827 responses) was calculated, indicating “Mixed” feelings regarding social relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	3827	1.00	7.00	4.47	1.39
Valid N (listwise)	3827				

FINANCES

On the Adult Survey, 75.4% of the consumers reported that they generally had enough money to cover food expenses. Additionally, 11.2% of the consumers did not respond to this item.

QOL_8A. During the past month, did you generally have enough money to cover food?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	997	21.8	24.6	24.6
	Yes	3064	67.0	75.4	100.0
	Total	4061	88.8	100.0	
No Response		514	11.2		
Total		4575	100.0		

On the Adult Survey, 59.5% of the consumers reported that they generally had enough money to cover clothing expenses. Additionally, 12.1% of the consumers did not respond to this item.

QOL_8B. During the past month, did you generally have enough money to cover clothing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1627	35.6	40.5	40.5
	Yes	2395	52.3	59.5	100.0
	Total	4022	87.9	100.0	
No Response		553	12.1		
Total		4575	100.0		

On the Adult Survey, 76.7% of the consumers reported that they generally had enough money to cover housing expenses. Additionally, 12.8% of the consumers did not respond to this item.

QOL_8C. During the past month, did you generally have enough money to cover housing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	928	20.3	23.3	23.3
	Yes	3060	66.9	76.7	100.0
	Total	3988	87.2	100.0	
No Response		587	12.8		
Total		4575	100.0		

On the Adult Survey, 60.1% of the consumers reported that they generally had enough money to cover transportation expenses. Additionally, 12.8% of the consumers did not respond to this item.

QOL_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1593	34.8	39.9	39.9
	Yes	2398	52.4	60.1	100.0
	Total	3991	87.2	100.0	
No Response		584	12.8		
Total		4575	100.0		

On the Adult Survey, 40.6% of the consumers reported that they generally had enough money to cover social activity expenses. Additionally, 12.7% of the consumers did not respond to this item.

QOL_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2371	51.8	59.4	59.4
	Yes	1622	35.5	40.6	100.0
	Total	3993	87.3	100.0	
No Response		582	12.7		
Total		4575	100.0		

LEGAL & SAFETY

For the May 2005 survey period, 93.4% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 11.4% of the consumers did not respond to this item.

QOL_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3785	82.7	93.4	93.4
	Yes	269	5.9	6.6	100.0
	Total	4054	88.6	100.0	
No Response		521	11.4		
Total		4575	100.0		

For the May 2005 survey period, 85.8% of the consumers reported that they were NOT a victim of any non-violent crimes in the month prior to completing the Adult Survey. Additionally, 12.1% of the consumers did not respond to this item.

QOL_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3451	75.4	85.8	85.8
	Yes	571	12.5	14.2	100.0
	Total	4022	87.9	100.0	
No Response		553	12.1		
Total		4575	100.0		

For the May 2005 survey period, 96.7% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 13.4% of the consumers did not respond to this item.

QOL_10. In the past month, how many times have you been arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	3832	83.8	96.7	96.7
	1 arrest	71	1.6	1.8	98.5
	2 arrests	25	.5	.6	99.2
	3 arrests	9	.2	.2	99.4
	4 or more arrests	24	.5	.6	100.0
	Total	3961	86.6	100.0	
	No Response	614	13.4		
Total		4575	100.0		

Average Quality of Life Indicator: Legal & Safety

For the consumers who completed at least 2/3 of the items that comprise the “Legal & Safety” subscale, an average score of 4.69 (4,022 responses) was calculated, indicating “Satisfied” feelings regarding legal & safety issues.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	4022	1.00	7.00	4.69	1.42
Valid N (listwise)	4022				

HEALTH

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.01 (4,064 responses) was calculated, indicating “Mixed” feelings regarding health status.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	4064	1.00	7.00	4.01	1.52
Valid N (listwise)	4064				